

## FULL SERVICE. GUEST-CENTRIC.



When today's savvy consumers check-in to your property they expect great service, quality and reliability. They expect personalized attention from a service provider who understands and satisfies their needs, and effectively responds to unplanned events. When buying a property management system, you should expect no less from your provider. You should expect the rich functionality, versatility and reliability of WinPM – it's built for you, your customers and your bottom line.

MSI's WinPM delivers comprehensive functionality and easy-to-use tools that enable you to run your lodging business competitively and profitably. WinPM's flexibility and versatility allows you to manage your business the way you want to – your rules, our technology.

For most hotels, this means matching our functionality to your business processes and work flows to help you anticipate and respond to guest demands and changing conditions. This guest-centric approach allows us to provide full service solutions that increase your staff productivity and performance, enhance the guest experience, and increase loyalty and repeat business.

Comprehensive, robust property management system for select and full service properties

decrease costs  
increase profitability

MSI has carefully designed WinPM to address the driving needs of key stakeholders and departments throughout your organization and to provide functionality and flexibility that facilitates sound business decisions based on integrated, real-time data. The result is a solution that helps you decrease costs, optimize inventory and guest services, and increase revenues and profitability.

### RESERVATIONS

- Groups
- Online Guest and Folio History
- Unlimited Inventory
- Multi-Segment Reservations
- Yield Management Tools
- Flexible Share Functionality
- Reservation Denial Tracking
- Extensive PBX Operator Search Tools
- Guest Messaging
- Package Support
- Support for Extended Stay Model
- Condo-Owner Reporting

### ACCOUNTING

- Credit/Debit Aging
- City Ledger Dispute Tracking
- Automated Purge Options
- Quick Search by Accounts
- Account Drill Down Features
- Compliance with HFTP's 10th Edition Accounting Standards
- Journal File Exports to Third-Party Back Office Software
- Forecasts and Statistics

### FRONT OFFICE

- One Screen Check-in/Check-out
- Drag and Drop Corrections
- Transfer and Charge Routing with Guest Search
- Multiple Folios for Each Guest
- Guest History Log

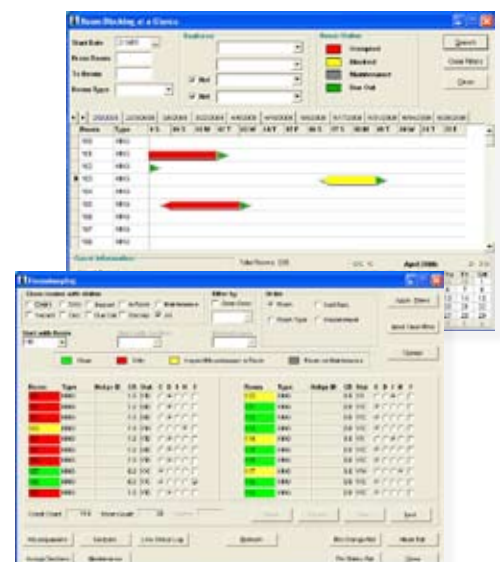
### HOUSEKEEPING

- Drag and Drop Room-to-Maid Assignments
- Housekeeping and Maintenance Staff Tracking
- Room Status Discrepancy Reports
- Multi-Language Support
- Patterned Schedules to Complement Green Policies

### SALES AND MARKETING

- Rate Strategies with Minimum and Maximum Length of Stay
- Package Support
- Statistics
- Reporting and Export Capability
- Guest Profiles and History

Easy access points and hot buttons get you to the information you need...fast!



## SCALABLE. INTEGRATED. SECURE.

rich  
functionality  
versatility  
and  
reliability

WinPM is a Windows-based property management system and utilizes Microsoft's SQL server, which is widely recognized as a scalable and affordable database option for integrated data management. Additionally, WinPM is deployed using industry standard hardware that is easily supported and cost-effective. From a single property to multiple properties, WinPM scales to meet your data and operational requirements, and to deliver the robust functionality and performance required to service demanding hotel guests with optimum speed and efficiency.

WinPM quickly and seamlessly integrates with other MSI products and interfaces with a wide variety of third-party systems to serve the diverse and dynamic needs of your operation. From web bookings to sales and catering to point of sale and business intelligence, MSI does it all. We even make it easy to add a peripheral device, including automated self check-in kiosks and wireless remotes.

At a time when consumers are wary of sharing confidential information, you and your guests can rest easy knowing WinPM is securing every credit card transaction through MSI's credit card processing module, CC Direct, which has been validated compliant with the Payment Card Industry Data Security Standard (PCI-DSS) requirements.

## GUEST SERVICES INTEGRATION

### MSI SOLUTIONS

- WinSAM Sales and Catering
- SalesDriver Contact Management
- PlacePoint Restaurant Point of Sale
- The Helm Business Intelligence
- Web Booking Engine Internet Reservations
- Self Service Kiosk

### THIRD-PARTY SYSTEMS INTERFACES

- Credit Card Processing Interface
- PBX Interface
- Call Accounting Interface
- Voicemail Interface
- Point of Sale Interface
- Movie and In-Room Entertainment Interface
- In-room Services Interface
- Electronic Key Lock Interface
- Web Reservations Interfaces
- Sales and Catering Interface
- Central Reservations Systems (CRS/GDS): 1-way and 2-way Interfaces
- Energy Management Interface
- ID Scanning and Storage Interface
- Accounting and Back Office Utilities
- Marketing Utilities

secure  
accurate  
and  
integrated

KNOWLEDGE-DRIVEN.  
PROPERTY MANAGEMENT.  
WinPM.

Secure, accurate and integrated information is the power that drives guest satisfaction and your bottom line. WinPM is the versatile, easy-to-use, full service property management solution built to put that knowledge and power at your fingertips. Let WinPM and MSI empower you and your business today.

**MSI (Multi-Systems Inc.)** has been empowering the lodging industry with the highest quality hotel technology products and services since 1991. With an installed base of approximately 3,000 hotels and resorts throughout North America, MSI is one of the largest privately-held providers of fully-integrated property management, sales and catering, point of sale, web booking and centralized corporate services for economy to luxury lodging properties.

### MSI SOLUTIONS

**WinPM**  
Property Management

**WinSAM**  
Sales & Catering

**SalesDriver**  
Contact Management

**EnterprisePM**  
Property Management

**NovaPLUS**  
PROPERTY MANAGEMENT

**Place Point**  
Restaurant Point of Sale

**The Helm**  
Business Intelligence

**Web Booking ENGINE**  
Internet Reservations

**DOSPM**  
Migrates easily to WinPM or EnterprisePM

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